(c) whether it is a fact that the striking staff have access to the telecommunication equipment particularly outside the exchanges and have been indulging in paralysing the services before and during the strike periods, there by causing undue hardship and harassment to the lakhs of telephone users;

(d) if so, the steps taken by the management to prevent un-authorised tempering with the services by the striking staff and if no action was taken whether any responsibility has been fixed on the senior officers for the lapse;

(e) what action Government propose to take to ensure that such a situation does not arise in future; and

(f) the loss of revenue suffered by M.T.N.L. in Delhi and Bombay separately, due to these strikes?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) *Delhi*

6-4-93 (One day)
13-4-93 to 15-4-93 (3 days)
19-4-94 (One day)

Bombay

31-12-93 (One day)
19-4-94 (One day)

(b) The strike notices were received from the unions which are not officials recognised. Considering the likely repercussions on the telecom services, legality of the notices were not gone into but action was taken to defuse the situation.

(c) Yes, Sir. This resulted in partial disruption of some telecom services namely fault repair service, trunk exchange services, auto manual services and cash counters.

(d) (i) Adequate security arrangements were made to safeguard vital telecome installations.

(ii) Entries to the exchange buidlings, trunk exchanges, G.M's offices were restricted to the staff on duty.

(iii) Police protection was arranged on important PCM routes and for keeping vigil on cabinets and pillars of the cable network.

(iv) Close monitoring of the working of various exchanges was organised.

(e) Some of the demands of the workers are settled through negotiations. There are a few policy decisions which are under active consideration of the Government.

(f) It is not possible to assess the loss suffered on this account. Inconvenience was caused to the public due to delay in the fault repairs, trunk booking & collection of bills etc. Most of the other services continued to work as normal.

Deterioration of Telephone Services

6383. SHRI VIRENDRA KATARIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that during March and April, 1994, when a large number of new telephone connections were sanctioned and energised, the existing services were badly affected so much so that complaints registering No. 198 in various exchanges was kept suspended during better part of the day and people had to go to the exchanges to record their complaints which were also not attended for days together;

(b) if so, whether any responsibility has been fixed on the authorities who are responsible for creating such chaos; and

(c) the steps taken or proposed to be taken to ensure that the telephone complaints are attended to promptly and no undue harassment is caused to the telephone subscribers?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No Sir.

Towards the end of the financial year as the attention is concentrated on development there is likelyhood of some slight degree deterioration.

(b) Question does not arise.

(c) The compliants/faults are being monitored daily at various levels and necessary action is being taken to have prompt attention to complaints and minimise the duration of faults.

Telephones Directory of Aurangabad

6384. DR. BAPU KALDATE: Will the Minister of COMMUNICATIONS be pleased to refer to answer to Unstarred question 1394 given in the Rajya Sabha on 14th December, 1993, and state:

(a) whether it is a fact that the periodicity of publication of telephone directories is once a year;

(b) whether it is also a fact that telephone directory of Aurangabad (Maharashtra) was last published in February, 1991;

(c) whether during this period of more than 3 years, many telephone numbers there have been changed and the Aurangabad Telephone network has been further expanded;

(d) if the answer of (b) above be in affirmative, the reasons for the delay of more than three years in publication of Aurangabad telephone directory and what action has been taken against the concerned authorities in this regard;

(e) by when the revised telephone directory of Aurangabad will be published;

(f) whether it is also a fact that some Members of Parliament wrote in November and December 1993 to the Chief General Manager, Maharashtra Telecom Circle, Bombay and the Minister of Communications respectively in this regard but no reply was received by them till date; and

(g) what are the reasons of not replying to letters from M.P.s even after a period of four-five months and action taken in the matter.

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) Yes, Sir.

(c) Yes, Sir.

(d) Tender for printing of directory was called in May 1992 but no bid was received. On extension of date of tender only one bid was received in July 1992. Based on this, agreement was made with the bidder in January 1993 and the directory is expected to be published in June, 1994. The delay in publication of the directory is due to lack of competitive bidders.

(e) By June 1994.

(f) and (g) A letter dated 24-11-93 received on 17-12-93 from Dr. Bapu Kaldate, M.P. in the matter by the Chief General Manager, Maharashtra Circle has been replied to on 22-12-93. Another letter dated 14-12-93 from Dr. Bapu Kaldate, M.P., has been acknowledged by the Minister of State (C) on 27-12-93 and the final reply is going to be sent shortly.

बांका को एस०टी०डी० सुविधा से जोड़ा जाना

6385. **श्री जनार्दन यादव:** क्या **संचार** मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या सरकार बांका को एस०टी०डी० सुविधा से जोड़ने का विचार रखती है; और

(ख) यदि हां, तो कब तक?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम): (क) बांका को पहले ही एस०टी०डी० सुविधा से जोड़ा जा चुका है और इसका सर्म्पक कोड नं० 06424 है।

(ख) प्रश्न नहीं उठता।